



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All providers of Hospice Services participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid Recipients, and all holders of the *Hospice* Medicaid Provider Manual

UPDATE: HSPC-01-04

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 8/1/2004

SUBJECT: Update to Second Edition of the *Hospice* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters V of your provider manual. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table.

Amendments to Chapter V provide revised billing instructions.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its provider manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet, or would like a paper copy of a manual, you can order these by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

Memorandum: Special
August 1, 2004
Page 2

“HELPLINE”

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The “HELPLINE” numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the “HELPLINE” is for provider use only.

Attachment (1)

HOSPICE MANUAL
REVISION CHART
August 1, 2004

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter V	Table of Contents, pages 5, 6, and 9-24		Table of Contents, pages 5, 6 and 9-24	8/1/04

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter V	Table of Contents, pages 5, 6 and 9-24	Table of Contents, pages 5, 6 and 9-24	